

COMMONLY ASKED QUESTIONS



Q: How old do I have to be to volunteer at one of your six shelters?

A: Volunteers must be at least 16 years old prior to attending the volunteer orientation.

Q: I am or my son or daughter is under 16 is there anything I/he/she can do to help the animals?

A: Yes! Please check with the shelter staff or contact the Volunteer Office for more information on our Youth Community Service Projects.

Q: How many hours am I required to volunteer per day, week, month, or year?

A: We request (and the animals need you) for two to three hours per week (8-12 hours per month) for a minimum initial commitment of 9 months.

Q: I have recently submitted my application, but I have not been contacted yet.

A: Unfortunately we do not currently have a system to contact you to let you know we have received your application. Only on rare occasion will an application be misplaced. You will be notified of the next orientation scheduled in your area via email within 2 weeks prior to the scheduled orientation date. We will call those individuals that do not have email. Please allow 6-8 weeks for an orientation in your shelter area.

Q: How can I know the date of the next orientation for the shelter I want to volunteer at?

A: Each shelter has an orientation approximately every 8 weeks on a Saturday. We do not yet have set Calendar dates, but you will be notified at least 2 weeks in advance.

Q: Can I attend an orientation for a shelter different than the one I will volunteer at?

A: Because each orientation speaks to very specific issues for each shelter and other current volunteers & staff will present, we ask that you only attend an orientation for the shelter you will work at.

Q: Do I have to have my own medical insurance to volunteer?

A: Volunteers are strongly encouraged to have their own insurance coverage; however the County of Los Angeles does provide some insurance benefits.

Q: I have been fingerprinted in the past for another agency, do I still have to be finger printed again and will I have to pay for this?

A: We cannot accept live scans done through another department or agency. You will have to complete the live scan finger print process again through our department. Fingerprinting is paid for by the Department of Animal Care & Control (DACC).

Q: How long does it take to get the results back from the Live Scans?

A: Live Scan results can take anywhere from 3-30 days. We will notify you immediately once they have cleared. If for whatever reason(s) your Live Scan does not clear or there is information obtained that would exclude you from being a volunteer for the department, we will let you know. You Will Not be an official volunteer and will not be able to volunteer for the department until the live scan has been cleared.

Q: If I can't go into the shelter because it's too sad for me, what can I do to help?

A: Some people find it difficult to visit our shelters, so we have other opportunities, such as fostering animals that need extra TLC, orphaned animals, etc. Volunteers can also help out at off-site adoption events. Please call us for more information about the programs that we can offer.

Q: Do all of the animals find new homes that come into your shelters?

A: Unfortunately no, not all animals that come into our six Animal Care Centers are adoptable. Some are aggressive and would be a risk to public safety or other animals, some are so sick that they cannot be treated and some have extensive injuries that we are not able to remedy. The adoption rates vary from shelter to shelter.

Q: Do I need to purchase special equipment to volunteer?

A: Our volunteers are required to purchase a \$10.00 volunteer shirt that must be worn at all times when you are volunteering at one of our shelters or at one of our many off-site adoption events. Shirt sizes come in small to double extra large. We also offer sweatshirts for \$13.00 that come in the same size options (optional).

Q: Who will train me on how to work with the dogs or the cats?

A: As part of orientation your first training session will take place at the volunteer orientation where you will learn about dog and cat behavior and signs to look out for while you are working with the animals. More extensive training will take place at the shelter that you select to work with. Each shelter has a Shelter Volunteer Liaison that will provide the additional training or arrange for it with other employees or sometimes experienced seasoned volunteers.

Q: I am interested in fostering animals, but not working at the shelter, do I still have to go through the Volunteer Orientation?

A: Yes, in order to foster animals with DACC you must first be an official volunteer and complete the volunteer application, orientation, training and background check. You will then receive information on the next foster class that you must attend.

Q. What is the time commitment necessary to foster shelter animals?

A. Weaned animals may require 3-6 hours a day, injured animals 2-3 hours a day, bottle babies (un-weaned) 8 hours a day and a mom with her litter, 3 hours a day.

Q. What supplies are needed to foster? How much will it cost?

A. The DACC tries to provide food and some supplies to foster parents, but due to the large intake of animals needing fostering this is not always available. Foster parents may need to provide space, food and love for the animal(s). The shelter will provide you with some supplies, medications and veterinary care if needed.

**-PLEASE RETAIN FOR YOUR REFERENCE-
Submit Volunteer Application and I-9 portion only**